REQUEST FOR INFORMATION
SOLUTIONS FOR POINT OF SALES (POS) SYSTEM

1.0 OBJECTIVES

The purpose of this Request for Information (RFI) is to obtain information for a Point of Sales (POS) System for processing of payments for Government services and charges currently offered in the market place. The project team will be creating functional requirements that will form the basis of a request for proposal (RFP) that will be issued. The project team will use information received as a result of this RFI to assist in cost estimation, and requirements definition.

Any information submitted in response to this RFI will be considered during development of the RFP. Any response to this RFI does not guarantee that the information offered will be integrated into the RFP, nor shall it prohibit any vendor from receiving or responding to the RFP when and if it is issued. The lack of a response to the RFI will not preclude a vendor from participating in the RFP process.

The specific objectives the Government of Guam intends to accomplish though this RFI are as follows:

- Identify the level of funding that will be necessary for this project;

- Identify vendors who offer POS solutions compatible with government operations.

- Identify vendors who provide POS implementation services.

- Identify vendors and consultants who have experience deploying POS solutions.

- Identify other organizations, which have recently implemented similar systems and learn from their experiences.

2.0 BACKGROUND INFORMATION

The Department of Administration Treasurer of Guam (TOG) currently uses a custom developed point-of-sales system. Payments for Government services and charges are collected by three satellite stations located at the Department of Administration, Department of Revenue & Taxation, and Department of Public Works One-Stop Center. In addition, authorized grant aid from the federal government and treasury agents assist TOG in collecting payments and are situated at various departments and agencies.

The Government of Guam's Cash Receipts System (POS) processes over 600,000 payment transactions (cash, check, & credit card) and collects over $400,000,000 annually. Twenty nine (29%) of total payments dollars are made by credit card. Credit card use is expected to increase significantly.

DOA's current POS system currently processes 900 different payment types and over 2000 revenue accounts. The POS system is also capable of accepting payments via the web.

In addition, there are several reports available by date, location, type, category, workstation and cashier.

3.0 STATEMENT OF NEEDS

The Government of Guam (GovGuam) seeks a POS solution that will interface with its financial

information system (BACIS) which runs on an IBM AS400 computer running OS400 and DB2. The POS should be able to both retrieve account information and transfer daily transaction information to BACIS. The POS will be deployed in various government agencies that accept payments. These agencies are in different locations and are connected to the GovGuam wide-area network (GGWAN).

Interested vendors are asked to provide the following information:

- List general POS features and workflow.

- List merchant (credit card) billing services that are compatible with the proposed POS solution and how the system interfaces with merchant billing services.

- Describe how the proposed POS solution interfaces with back-end financial systems and merchant billing services on both a functional and technical level. Functional descriptions should include what type of data can be retrieved from the financial system/merchant billing system (i.e. customer account verification & balances) and how transaction data is transferred from the POS to the financial system/merchant billing system. Technical descriptions should include technical interface details (web services, xml standards, etc.).

- Describe the POS support process.

- Describe the support process for problems involving POS and merchant billing services issues.

- Describe how the system handles:
    o Check payments and scanning
    o NSF functionality
    o Payment reversals
    o Credit/Debit Card Transactions

- Describe system administrator and end-user training process.

- Describe training requirements and suggested technical qualifications for customer support personnel.

4.0 TECHNOLOGY
  Servers: Provide information regarding options for server platforms. Provide a technical architecture blueprint.

5.0 PLANNING

  5.1 System Cost Estimate: Provide a budgetary cost estimate for a solution scoped by your responses to section 3 above.

  5.2 Selection Criteria: Provide suggested selection criteria that have enabled agencies to select the system that best meets their needs.

  5.3 Project Timeline: Provide an estimate regarding time required after a purchase order is issued until a solution is 1) designed, 2) ready for parallel testing, 3) ready for deployment, and 4) achieved stable operations.

5.4 Implementation: Has it been advantageous to hire a third-party to implement the system? If yes, please provide the name of the third-party vendor and contact information for the customer.

5.5 System Maintenance and Cost: Describe the method used to provide technical support to customers and include information for 24/7 coverage. Detail what services fall under annual maintenance and support, and provide estimated costs for annual maintenance.

5.6 System Upgrades/Enhancements: Describe how systems are upgraded or enhancements added to the base system. Do users who have current maintenance receive regular enhancements or upgrades? What type of post-deployment blanket service-level agreements do you offer to assist in tracking statutory changes to business rules?

5.7 Company Background: Provide information regarding any names the company may have used in the past. Include names the product has been offered for sales as in the past.

5.8 Company Experience: Provide information regarding where the product offered has been installed (successfully and unsuccessfully). How long has the product been offered for sale? How long will the current product be offered for sale?

5.9 System Partners: Does one vendor offer the entire system or are partners providing modules or portions of the system? If partners are used, please provide background and experience information for them also.

6.0 RESPONSES

6.0 Inquiries: Inquiries of a technical nature may be directed to:

> The Government of Guam POS committee
> E-mail: posproject@guam.gov

6.1 Submission: Provide seven (7) copies of the requested information, along with any supplementary materials. The proposal can also be submitted via email to posproject@guam.gov. Responses to this document must be received no later than **5:00 p.m., Chamorro Standard Time (GMT+10), January 16, 2009**.

> Responses should be sent to:

> Lourdes M. Perez, Director
> Attention: Kathy Kakigi, Deputy Financial Manager
> Department of Administration
> PO Box 884
> Hagatna, Guam 96932

6.2 Format: Information should be organized in the format and information sequence found in this document.